

CLAIM AMENDMENTS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. (Currently Amended) A text mining system that permits an application service provider to provide data identifying prospective customers of a product or service provided by a product/service provider, comprising:

a data acquisition process for extracting text documents from unstructured Internet text sources discussion sites selected from the group of: newsgroups, discussion forums, and mailing lists;

wherein ~~the text sources~~ each discussion site comprises a collection of text documents generated by participants of the ~~text sources discussion site~~ and broadcasted to multiple participants of the ~~text sources discussion site~~; ;

a archive database for storing the extracted text documents;

a text mining server for receiving queries from the product/service provider—the database, each query representing a request for information about participants who are ~~prospective customers of the product or service~~ discussing a specified product or service;

wherein the text mining server responds to each query by intruding into the Internet discussion site independently of, and without activation by the participants of the discussion site;

wherein the text mining server is further operable to analyze data in the database, to provide the product/service provider with text mining outputs representing themes extracted from the data, and a link to at least one document stored in the database that contains information identifying a prospective customer who is discussing the product or service; and

a web server for providing access to the text mining server via a web browser and the Internet, such that the product/service provider may interact with the text mining server to make the requests on line via the Internet and to receive the outputs generated by the text mining server ;

wherein the at least one link enables the product/service provider to access a text document from the archive database via the web browser;

~~wherein the web server is different from the text mining server.~~

2. (Previously Presented) The text mining system of Claim 1, wherein the text documents are items of digitally recorded correspondence.

3. (Previously Presented) The text mining system of Claim 1, wherein the text documents are digital voice records.

4. (Original) The text mining system of Claim 1, wherein the data acquisition process is implemented with a web crawler.

5. Cancelled.

6. (Previously Presented) The text mining system of Claim 1, wherein text sources are further selected from Internet voice-to-text files.

7. (Currently Amended) A method, performed by an information service provider, of providing data identifying prospective customers of a product or service provided by a product/service provider, comprising the steps of:

~~identifying source data~~ extracting text documents from at least one unstructured Internet ~~text source~~ discussion site selected from the group of: newsgroups, discussion forums, and mailing lists;

wherein the each discussion site ~~text sources~~ comprises a collection of text documents generated by participants of the ~~text sources~~ discussion site and broadcasted among multiple participants of the ~~text sources~~ discussion site;

~~extracting text documents from specified source data~~;

storing the extracted text documents in an archive database;

receiving a query from the product/service provider, via a web browser and a text mining server, the query representing a request for information about participants of the text sources who are ~~prospective customers of the product or service~~ discussing a specified product or service;

using the text mining server to respond to the query independently of, and without activation by the participants;

using the text mining server to analyze data in the archive database to satisfy the query, thereby providing the product/service provider with text mining output representing a theme extracted from the data, and a link to at least one document containing information identifying a prospective customer who is discussing the product or service; and

delivering to the product/service provider, via a web browser, a query response to the product/service provider, the query response containing the text mining output, ~~a description of the text source~~, and a the link to the document.

8. (Previously Presented) The text mining method of Claim 7, wherein the text sources are items of digitally recorded correspondence.

9. (Previously Presented) The text mining method of Claim 7, wherein the text sources are digital voice records.

10. (Original) The text mining method of Claim 7, wherein the data acquisition process is implemented with a web crawler.

11. Cancelled.

12. (Previously Presented) The method of Claim 7, further comprising the step of electronically delivering advertising to the prospective customer.

13. (Previously Presented) The method of Claim 12, wherein the advertising is a link to a web site.

14. (Previously Presented) The method of Claim 12, further comprising the step of contacting the prospective customer for permission to send advertising to the customer.

15. (Currently Amended) The method of Claim ~~12~~ 7, further comprising the step of performing a reverse lookup in on-line sources other than the discussion site for additional information about the prospective customer and wherein the delivering step further includes delivering the additional information.

16. (Currently Amended) The ~~method~~ system of Claim 1, further comprising a reverse lookup process for performing a reverse lookup, ~~via the Internet~~ in on-line sources other than the discussion site, for contact information associated with the potential customer, and wherein the web server further provides the contact information with the query response.

17. (Previously Presented) The method of Claim ~~1~~ 7, further comprising the step of receiving from the product/service provider, via a web browser, an identification of one or more of the Internet text sources to be searched by the product/service provider.

18. (Previously Presented) The system of Claim 1, further comprising a repository for storing outputs generated by the text mining server.

19. (New). The system of Claim 1, further comprising a profiles generator for providing profile data about prospective customers of the product/service provider, based on analysis of internal on-line documents of the product/service provider, and wherein the profiles data is used in determining the text mining output.

20. (New). The method of Claim 7, further comprising the step of using a profiles generator to provide profile data about prospective customers of the product/service provider, based on analysis of internal on-line documents of the product/service provider, and wherein the profile data is used in determining the text mining output.